

## Application Administrator Advanced, Quality Assurance & Audit

### SUMMARY

The Application Administrator Advanced partners with Project and Technical teams to successfully deliver small to large scale projects and deliverables at the Tennessee Department of Human Services (TDHS). S/he is an integral member of the Information Technology (IT) Division and is responsible for providing quality support of enterprise systems. Working closely with IT Leads, Managers and other team members, s/he helps to deliver IT services to internal and external customers within the TDHS. The position is responsible for providing efficient operation of a highly effective customer service framework.

### Quality Assurance Responsibilities

The Application Administrator Advanced is responsible for communicating and collaborating with Business Owners, Information Technology, Field Operations, and external service providers and vendors to effectively document and communicate software changes and ensure successful implementations. The position requires good technical, analytical, and problem solving skills. The position requires some programming experience with IBM mainframe technologies as well as Web application development. The position will identify and escalate problems as appropriate; s/he will strategically determine resolutions to issues as they arise. The position requires solid verbal and written communication, planning, scheduling, documentation, facilitation, teaming, and technical skills to be successful.

- **Release Management and Control** - This position is responsible for tracking and controlling changes in software, including revision control. S/he performs release management activities relative to software development and implementation and takes ownership of the implementation deliverables for planning, prioritizing, scheduling, and implementing application changes across the DHS IT production environments.
- **Perform Builds:** This responsibility includes continuous building of the production product release, ensuring the compiler versions are up-to-date, working with a build technology, establishing a build process, and the ability to improve the build process.
- **Production Package/Migrate the Release:** This responsibility includes capturing all pieces that are needed to establish a running system (a.k.a., release package that may be comprised of deliverables from the builds, items needed from databases, configuration instructions) and the tasks of preparing the preliminary release notes and migrating the release into production and staging areas.
- **Installing the release:** This responsibility includes taking the release package and installing it into the production environment, including validation of the release once in production and preparing the final release notes and notification of release completion.

### Audit Related Responsibilities

Audits, in their simplest form, are compliance with laws, regulations, policies, and procedures. Knowledge of auditing tools, templates, and standards is helpful.

- **Vulnerability Management:** The Application Administrator Advanced will partner with Strategic Technology Solutions (STS) and DHS' Information Technology Infrastructure, Application Support, and Security Team (IAS) to perform the STS Vulnerability Audit. S/he will be responsible for monitoring the STS vulnerability management tool to analyze, remediate, and document each remediation for the STS Vulnerability Management Team.
- **Audit Support:** The Application Administrator Advanced partners with Business Units for both internal and external audits. Duties include attending audit kickoff meetings, monitoring and tracking the status of the audits, helping to define and track Corrective Action Plans (CAPS) and Plan of Action and Milestones (PoAM's).

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Support developers, database administrator, functional analysts, and server administrators with requests for tasks that require application administration.
- Coordinate, and migrate, application implementations to the production environment.
- Take ownership and ensure quality and timeliness of implementation deliverables.
- Perform Security analysis of configuration changes.
- Establish baselines for configuration changes and settings.
- Assist in defining and maintaining configuration change control. Work with the Quality Assurance team and the PMO office to create standards for using TFS (Team Foundation Server) for distributed systems and Librarian for Mainframe.
- Assist Project Management Office, IT Audit, and Software Developers to identify and develop standards, tools, templates, and technologies to create a change management environment for high performance and efficiency.
- Creates reference documentation for individual applications to ensure procedures are documented.
- Provide status reports/updates of change management processes and implementations.
- Work with IT Audit and DHS Program areas to create standards, processes, and procedures for internal and external audits.
- Help identify and create automated/manual methods/procedures to track audits in progress for CAPS (Corrective Actions Plans) and PoAm (Plan of Action and Milestones).
- Coordinate responses to audit inquiries and findings, ensuring that they are accurate and timely.
- Monitor the STS (Strategic Technology Solutions) vulnerability management tool to analyze, remediate and document each remediation for the STS Vulnerability Management Team.
- Provide status reports/updates of audits in progress.
- Evaluate Enterprise Class application software and related packages for standards.
- Understand and support application security to support audit requirements.
- Review application policies for compliance to standards.
- Evaluates system policies for compliance with current standards, State, Local, or Federal laws and guidelines.

## **EDUCATION / EXPERIENCE**

Meet minimum qualifications as discussed in job classification specifications.

Graduation from an accredited college or university with a bachelor's degree or other advanced degree and four (4) years of professional level experience in application design, software development, change management, and implementation of business information systems is required.

The following are desired and would be considered a plus:

- Experience in the public sector
- Knowledge of DHS Policies and IT Policies

## **SKILLS**

Meet minimum qualifications as discussed in job classification specifications as well as the following.

- Strong verbal and written communications skills, with soft skills necessary to hold meaningful and effective communications with business and technical teams.
- Ability to approach others in a professional tactful manner, react well under pressure, accept responsibility for own actions and follow through on commitments.
- Ability to ask questions to generate meaningful discussion and clarify outcomes, while keeping implementation deliverables on track.
- Ability to build trust and teamwork across all departmental boundaries.
- Ability to deal with frequent change, delays, or unexpected events.

- Ability to handle multiple tasks and meet deadlines.
- Ability to quickly and easily adapt to changing priorities.
- Demonstrated ability to display and promote high standards of ethical conduct and behaviors consistent with departmental and government standards.
- Excellent analytical and creative problem-solving skills.
- Dedication and commitment to customer service focused delivery of solutions.
- Excellent facilitation skills.
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Advanced understanding and experience with software development lifecycle methodologies including waterfall and agile.
- Advanced skill level using Microsoft Office software, including Word, PowerPoint, Excel, Project, and Visio.
- Knowledge of programming languages, testing techniques, and programming concepts.
- Interface professionally with all levels of management, business and technical teams.
- Work with multiple personality types to facilitate change management meetings and discussions both within the Department and outside.
- Maintains up-to-date documentation of technical and procedural changes as they occur.
- Resolve and/or escalate issues in a timely fashion.
- Demonstrate professional communication skills when interacting on behalf of TDHS.
- Multi-task and concurrently handle multiple projects and tasks.

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